

Healthcare Connection

Issue 24

Spring 2008

We do our best to express our gratitude to ALL that donate time, money, and supplies to the VSFC, and we apologize for any omissions. Please report any changes or additions to Cyndi O'Donnell. Thank you.

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VSFC Founder Honored by AMA

Below is the "official" press release provided to the VSFC regarding the award that Dr. Vi recently won from the American Medical Association Foundation. For more information, please log on to www.amafoundation.org or contact Cyndi O'Donnell at 330-262-2500 extension 209. *CONGRATULATIONS, DR. VI!*

Viola Startzman, MD of Wooster, Ohio is a recipient of the 2008 Jack B. McConnell, MD Award for Excellence in Volunteerism.



Dr. Vi Startzman

Presented by the American Medical Association (AMA) Foundation, the award is given to senior domestic physicians for commitment to volunteer medical care to those without access to health care in the U.S.

Viola Startzman, MD, a 93 year old physician, has helped the underserved throughout her career. Through her determination and organization, the Healthcare 2000 Community Clinic opened in 1995, and in 2000 was renamed the Viola Startzman Free Clinic, providing quality medical and dental care to low income, uninsured residents of Wayne County, Ohio. In 2004, Dr. Startzman purchased and donated the Clinic's medical building. She has organized physicians and nurses to provide services, worked on legal matters and raised funds for the

Clinic. Last year, the Clinic provided nearly 10,000 patient visits.

In the early 1960's, Dr. Startzman started a female healthcare clinic in the dining room of a female colleague's home. Since she was a pediatrician, she sought additional training to become a gynecologist and the small clinic eventually became the local office of Planned Parenthood. Among her many volunteer activities, she developed a local hospice organization to care for cancer patients and is very active with First Presbyterian Church of Wooster. She is described by her colleagues as the "most humble, generous, compassionate human being." When asked what was the driving force behind her years of volunteer work, Dr. Startzman stated, "I think everyone has a right to health care, good health care, just as life, liberty and the pursuit of happiness."

"Throughout her career and in a quiet, unassuming way, Dr. Startzman has placed a priority on caring for the underserved in society," said AMA Foundation president Barbara Rockett, MD. "Through perseverance and personal sacrifice, she started a free clinic in Wooster, Ohio, which serves the neediest of patients in that community. She is truly selfless."

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Message from the Executive Director

Dear Friends,

I'd like to begin my message to you this time with a very sincere THANK YOU! Our annual appeal letters sent out on November 1 have resulted in a very generous response from you. The record amount from this year's appeal was approximately \$82,000, and the envelopes continue to trickle in! Thank you for your support.

In addition to the appeal, two fundraising projects planned by the Free Clinic Network, the Moorefield Pottery/South Market Street Bistro Raffle and the "Meal that Heals" at TJ's together brought in approximately \$28,000. We are very grateful for the community support and that of the Free Clinic Network.

Speaking of fundraising, I thought I'd bring you up to speed about several other fundraisers that we've told you about in the past. To date, patient donations have totaled \$1,800; seven individuals have signed up to donate to the VSFC through automatic deduction from a checking or savings account; *GoodSearch* has raised nearly \$50; the *Our Family* label program has raised \$75; and sales of *Glass for Good* jewelry and *Lucinda Pins* have netted \$1,400. Every effort we make, whether small or large, is worth it if it means even one underserved person can access healthcare.

Despite the generous support from our community, we continue to face serious financial challenges, due to rising costs in providing healthcare, as well as a steady increase in demand for our services. The year 2007 brought us an approximate 12% increase in patients, with a 45% increase in new patients. We will continue to see everyone who comes to us for as long as we can.

It occurred to me that there are many of you who may have never had the opportunity to see the inside of our clinic. I would be very happy to show individuals or small groups around our facility. If interested, please give me a call to set up a time (330-262-2500 Ext. 201).

Speaking of touring the clinic, be sure to check out the enclosed flyer regarding our first-ever "Business After Hours" event in partnership with the Wooster Area Chamber of Commerce. Please note that RSVP's are required for the May 20th event to be

held in the VSFC's Sue Redman board room. We hope to see you there!

Because of the increase in medications available to us from nursing homes, we needed to increase the size of our medication dispensary. Funded by an anonymous donor, this was accomplished by converting a small waiting room into an addition to the dispensary. The additional space is very beneficial to all who use this area.

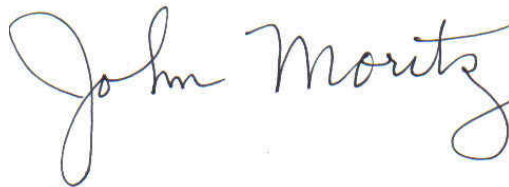
We are blessed with a very professional staff, including our caring nurses. We were recently invited to have our nursing staff, along with our Medical Director, Dr. Taylor, to work in cooperation with the Northeastern Ohio College of Medicine. We will participate in medical studies, using data to help in medical research.

Currently, we are also participating in another new project, this time with students from the College of Wooster. We are working with a class in economics, entitled "Social Entrepreneurship". The goal of the class is to develop a new venture that would generate additional revenue for the clinic. The process should be an interesting one.

We have re-structured Cyndi O'Donnell's position of Volunteer Coordinator and Community Relations Coordinator to a new position called "Development Coordinator". Cyndi will focus on grant writing, donor development, and public relations. Assuming the role of Volunteer Coordinator is Jackie Fry. Jackie is very familiar with the clinic as a very frequent volunteer here. We welcome Cyndi and Jackie as they assume their new roles.

Again, thank you for your support, and if you should ever have questions, or would like to visit the clinic, please call me.

Sincerely,



John Moritz
Executive Director

VSFC Patients Rank Service High In Latest Survey

Patient satisfaction with the Viola Startzman Clinic remains high and it provides a much needed community resource according to a patient survey conducted in November. 160 patients completed surveys, representing 9% of the patient population.

USE OF THE CLINIC—Most patients came to the VSFC to pick up medications (61%), to attend a walk-in clinic (30%), or for a scheduled appointment (24%).

42% of respondents have been coming to the VSFC for a year or less and/or are first-time patients. Roughly half (51%) of respondents are unemployed and the other half are employed.

Of those who are employed, two-thirds (66%) have health care benefits offered by their employer but they are either ineligible (27%) to participate in or unable to afford (39%) the health plan offered. The remaining third report their employer doesn't offer health insurance.

More than half of respondents (54%) would not seek medical treatment if the VSFC were not available, while 36% of respondents would go to a hospital emergency room to access health care.

MY HEALTH

The survey also measured the impact the VSFC is having on the health of its patients. It focused on three illnesses experienced by many Clinic patients: diabetes, hypertension, and elevated cholesterol.

Diabetes

More than a quarter (44) of survey respondents who completed the survey were diabetic patients. Since becoming a patient, 31 (70%) stated their overall health has improved, and 29 (66%) stated their quality of life has improved.

15% of tobacco users stopped using tobacco
18 (64% of those advised) lost weight
22 (69% of those advised) increased physical activity
24 (80% of those advised) changed their diet

Hypertension

Half of survey respondents (80) were hypertensive patients. Since becoming a patient, 53 (66%) stated their overall health has improved, and 43 (54%) stated their quality of life has improved.

8 (22% of tobacco users) stopped using tobacco
25 (71% of those advised) lost weight

33 (80% of those advised) increased physical activity
33 (85% of those advised) changed their diet

Elevated Cholesterol

59 patients with elevated cholesterol completed the survey. Since becoming a patient, 36 (61%) stated their overall health has improved, and 37 (63%) stated their quality of life has improved.

7 (29% of tobacco users) stopped using tobacco
21 (68% of those advised) lost weight
25 (76% of those advised) increased physical activity
33 (92% of those advised) changed their diet

RATING THE FREE CLINIC

87% or more of respondents rated the clerical staff and volunteers as *Great* or *Very Good* on a series of service-related questions.

91% or more of respondents rated the medical staff and volunteers as *Great* or *Very Good* on a series of service-related questions.

74% of respondents rated the clinic hours as *Great* or *Very Good*.

81% of respondents rated "wait time" as *Great* or *Very Good*.

OVERALL OBSERVATIONS

As a result of treatment at the VSFC:

12% report going to the hospital emergency department less frequently;

12% report that they were referred to additional community resources; and

6% noted that they were able to return to work.

98% agree or strongly agree that they're **SATISFIED WITH THE CARE THEY RECEIVE** at the VSFC.

99% agree or strongly agree that they're **TREATED WITH DIGNITY AND RESPECT** at the VSFC.

100% agree or strongly agree that they would **RECOMMEND THE VSFC TO FRIENDS AND FAMILY**.

If you have any questions, please see John Moritz.

Funding Sources

Listed below are the sources of funding of the Viola Startzman Free Clinic. We appreciate their continued support of free medical and dental care in the community.

Wooster Community Hospital
 Dunlap Community Hospital
 Cleveland Clinic Wooster
 Radiology Services of Canton
 United Way of Wayne and Holmes Counties
 Orrville Area United Way
 Foundations
 Grants (local, regional, and government)
 Fundraisers
 Service Organizations
 Corporations
 Churches
 Individuals, including patients

VSFC Services and Hours

MONDAY EVENING

Sign in from 1:00 to 6:00 pm
 Assessment from 5:00 to 6:00 pm
 Patient must be here before 6:00 pm

WEDNESDAY MORNING

Sign in from 8:00 to 9:30 am
 Assessment from 8:30 to 9:30 am
 Patient must be here before 9:30 am

THURSDAY EVENING

Sign in from 1:00 to 6:00 pm
 Assessment from 5:00 to 6:00 pm
 Patient must be here before 6:00 pm

New Lab Hours

TUESDAY from 8:00 to 10:00 am

**PATIENTS MAY PICK UP MEDICATION
AND/OR SIGN PAPERWORK**

MONDAY: 1:00 pm to 8:00 pm
 TUESDAY: 1:00 pm to 3:00 pm
 WEDNESDAY: 8:30 am to Noon
 THURSDAY: 1:00 pm to 8:00 pm
 FRIDAY: 9:00 am to Noon

- Reminder-Please provide proof of household income and Wayne County residency.
- Patients are seen in clinic on a first come first serve basis. The number of patients seen per clinic may be limited.
- The clinic is closed at Noon on Wednesday.

2007 Grant Activity

Community Development Block Grant
City of Wooster—Medical supplies

Community Development Block Grant
Wayne County—Medical supplies

Crippled Children and Adults - Medical equipment

Elizabeth Severance Prentiss Foundation
Certified Registered Nurse Practitioner Program

Episcopal Community Services Foundation
Operating expenses

Holmes-Wayne Electric Cooperative
Glass reception area

Laura B. Frick Trust Fund—Powerpoint supplies

Noble Foundation
Certified Registered Nurse Practitioner Program

Orrville Area United Way — Operating expenses

United Way of Wayne and Holmes Counties
Operating expenses

Income Guidelines

The table below provides the 2008 Household Income Guidelines at 200% of Federal poverty levels for 2008 from the Federal Register 1/24/08. These represent the income levels at which persons become eligible for services of the Viola Startzman Free Clinic.

Household Size	Annual Income	Monthly Income	Weekly Income
1	\$20,800	\$1,733	\$400
2	\$28,000	\$2,333	\$538
3	\$35,200	\$2,933	\$677
4	\$42,400	\$3,533	\$815
5	\$44,600	\$3,717	\$858
6	\$56,800	\$4,733	\$1,092
7	\$64,000	\$5,333	\$1,231
8	\$71,200	\$5,933	\$1,369
For each additional person add:	\$7,200	\$600	\$138

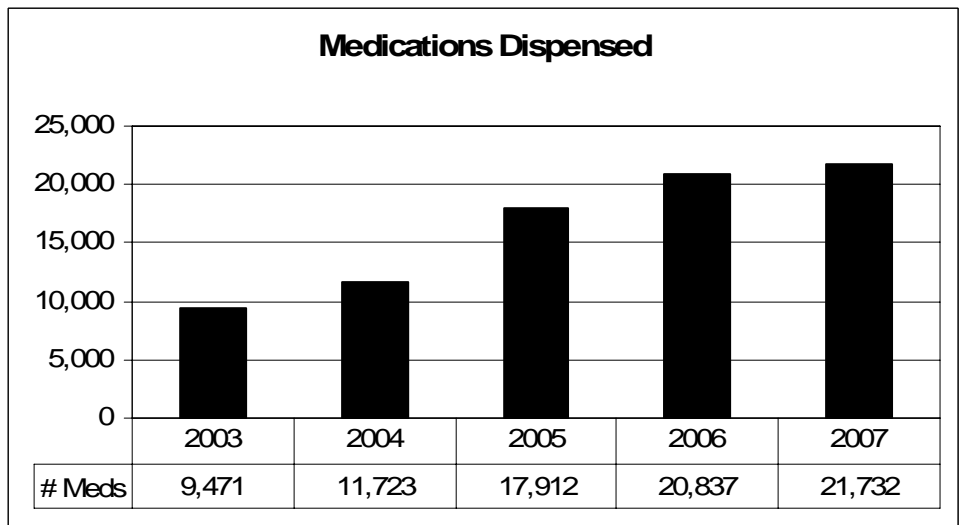
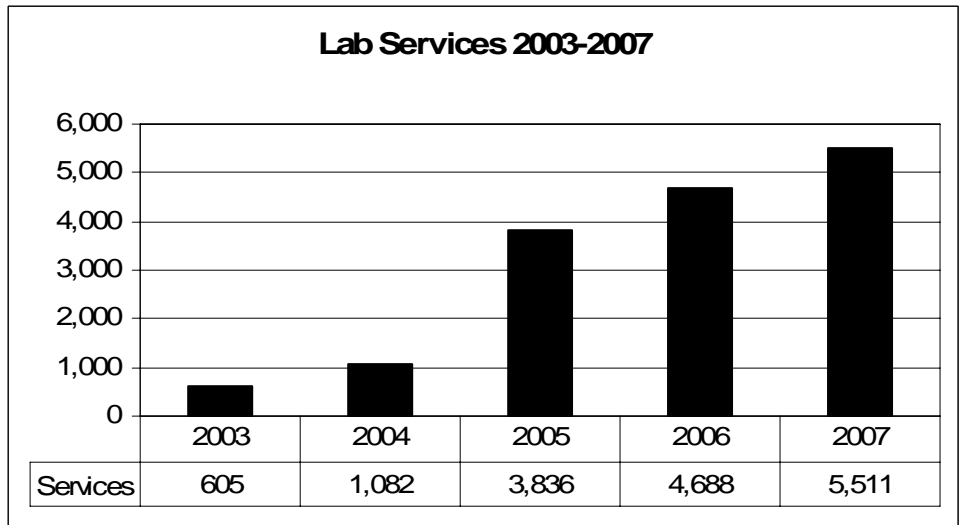
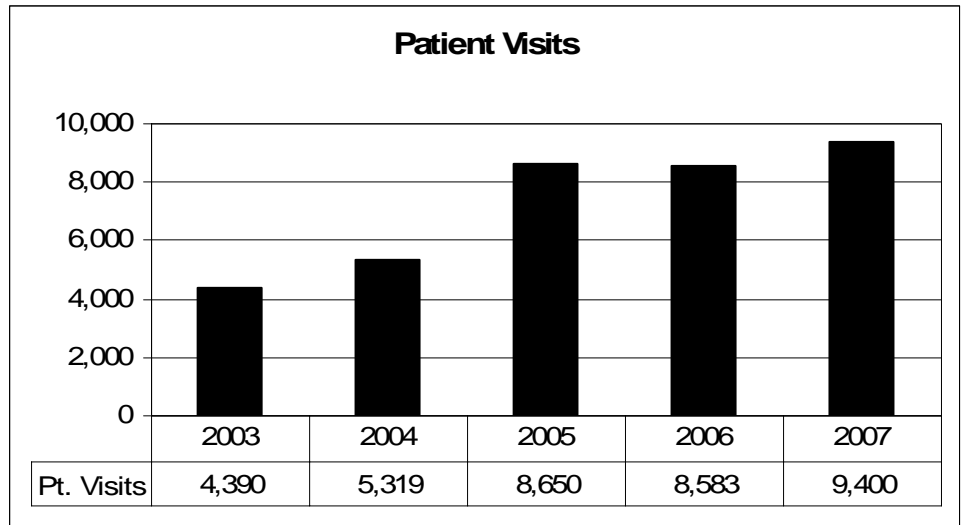
VSFC Demand for Services Continues to Grow

As the graphs illustrate, patient visits (any time a patient comes to the clinic to receive a service, it is recorded as a particular type of visit) and medications dispensed at the VSFC have nearly doubled since we moved to a larger building in 2004, and the number of laboratory services performed has quadrupled.

The drastic increases can be attributed to a tremendous growth in the VSFC patient census between 2004 and 2007. Since a new patient will typically visit the VSFC five times in a given year, each one presenting for care results in an increase of five annual visits. Examples of patient visit types include a medical or dental visit; follow-up appointment, laboratory visit, picking up medication, and completion of medication paperwork, to name a few.

Second, thanks to the generosity of many volunteers, the VSFC has added to the types of free onsite services available to patients, and each encounter with a specialist constitutes a visit. Specifically, patients have access to specialists in podiatry, endocrinology, mental health counseling, massage therapy, and diabetic education.

Finally, the addition of the staff Certified Registered Nurse Practitioner (CRNP) in spring 2005 contributes to increased visits, laboratory services provided and medications dispensed. The CRNP follows up with patients who have been treated for acute conditions by a volunteer physician during a walk-in clinic and manages patients with chronic illnesses who require ongoing care.



Patient Story

P. came to the Viola Startzman Free Clinic for an appointment with the staff nurse practitioner in December of 2005 to see how she was responding to medications for hypertension.

During the course of the appointment, P. mentioned that she had noticed a lump in her breast, so VSFC staff members scheduled P. for a mammogram. When the test revealed a suspicious mass, a diagnostic mammogram was ordered, and the radiology report indicated that

the mass was cancerous. VSFC staff members made arrangements with Cleveland Clinic surgeon Richard Guttman, MD, who removed the mass at no charge. At that point, P. also began receiving radiation as a preventive measure.

In March 2007, P. had an MRI after she complained of numbness on her right side, and she was diagnosed with metastatic disease to the brain. The VSFC made arrangements for her to see Dr. Paul Masci, MD, at the Cleveland

Clinic, who is treating her with radiation.

Thanks to the generosity of Drs. Guttman and Masci and the folks at Cleveland Clinic Wooster, P. has the opportunity to lead a healthy, normal life. She continues to come to the VSFC for primary care, and she is extremely grateful for the treatment and support she received at both the Free Clinic and the Cleveland Clinic. Without it, P. might not be alive today.

Ohio Association of Free Clinics Recognizes Tom Kelly with “Champion of Free Clinics” Award

When the Ohio Association of Free Clinics (O AFC) held its annual conference in late 2007, Cleveland Clinic Wooster (CCW) Administrator Tom Kelly, MHA, CMPE received the “Champion of Free Clinics” Award. According to the O AFC, the Champion of Free Clinics Award was created in 2003 “... to honor individuals whose dedication to and achievements in serving the healthcare needs of the working poor and uninsured provide outstanding service and

leadership models.” A previous winner was our own Dr. Vi, who received the award in 2003.

Nominated by John Moritz, Tom received the award for encouraging and supporting an ongoing partnership between the CCW and the VSFC. For nearly two years, the CCW has provided VSFC patients with laboratory processing free of charge, saving the VSFC approximately \$48,000 in 2007 alone. Moreover, the CCW encourages its physicians, nurses, and staff to volunteer at

the VSFC.

Prior to joining the Cleveland Clinic, Tom was the Associate Executive Director of the Scott and White Clinic in College Station, Texas, a multi-specialty group practice of 75 physicians and 360 staff members. He also was integral in starting the East Side Health Clinic in Durham, N.C., one of the nation’s first free clinics, while he was a graduate student at Duke University.

CONGRATULATIONS, TOM!

“A Meal that Heals ” A Success

The Free Clinic Network recently held our second annual “A Meal that Heals” dinner at TJ’s trio of restaurants. Thanks to the help of TJ’s, our sponsors, Merrill Lynch and Shisler’s Cheese House, the generous businesses and individuals in our community who donated raffle items, the volunteers who worked at the event, our “celebrity” bartenders, and the entertainers, Average

White Broads and Good Vibes, we were able to raise \$14,527 for the Free Clinic! Thanks to all who helped with the event and to all who attended. We are delighted that so many supported the Free Clinic through this event.

We would also like to specially thank our committee members: Mary Ellen Bolt; Kathi Bond, Publicity Chair; Ann Gasbarre,

Raffle Chair; Sandra Hull, Bartender Chair; Angie McPhern; Judy Mallonn; John Moritz; Sue Redman, Volunteer Chair; Marilyn Tanner, Ticket Chair; Greg Tieche; and Maxine Wise, Printing Chair. Their hard work and great ideas made the event a success.

Submitted by: Jackie Fry and Alicia Wallace, Co-Chairs

Volunteers Make It Happen!

Dale Angerman, MD	Morgan Ellison	Kevin Mathur, MD	Lauri Sanders
Emily Armour	Deb and Tom Fast	Marjorie McClure, RN	Bert Saurer
Judith Arzuaga	Thomas Fenzl, MD	Elizabeth McCoy, RN	Linda Saurer, RN
Mary Ann Bailey	Vincent Fiorita, DDS	Carol McKiernan, RN	Lee Russell Sayner, DPM
Bill Baird	Joan Firmin	Grace McKeal, LPN	Jill Schaeffer, MD
Mary Baird	Lois Fowler, RN	Russ McQuate	Eric Schmid, DC
Jeffrey Baller, DPM	Franklin Fry	Cindy Mendoza	Pat Schuler
Pat Bare	Jackie Fry	Anson Miedel, MD	Michael Schuler, MD
Wayne Bare, MD	Tom Fry	Norm "Bing" Miller	Kenneth Shafer, MD
Tammy Barrington, CPht	Mike Fulton, RN	Mike Miller, DDS	Sharon Shelly
Greg Barton, PA	Ann Gasbarre	Steven Miller, DDS	David Shewmon, MD
Gwen Bayless	Fran Gengo, RN	Anita Miller, LISW	Rebekah Shipper
Brian Beam, MD	James Gesler, MD	John K. Miller, MD	Anne Shriner, MD
Jim Bean	Charles Gibson, PhD	Louise Miller, MD	Betty Shull
Don Beane	Cheryl Gooch, LISW	Rodney Miller, MD	Bernie Shunk
Susan Becker	Thomas Graves, MD	Charles Milligan, DO	Robert Sibilgia, MD
John Belanger	Jeff Greathouse	Ann Mismas	Mike Sigg
Mary Anne Belanger, RN	Mark Gustafson, DDS	Paul Moodispaw, MD	Tom Smailes
Philip Bellow, MD	Richard Guttman, Jr., MD	Elsa Mora	Becky Smith
Emily Benekos, MD	Jim Hamlin	Annette Moritz	William Smith, MD
Rose Barbari	Traci Hanger-Hoffman, MA, LSW	Sue Morris	Sharon Sneller, RD, LD
Carol Burnett	Jane Heavilin, RN	JoAnn Morrison	Lotta Sommer, RN
Ginger Besselman, LSW	Kathryn Helmuth, MD	Earl Moser	Viola Startzman, MD
Tony Biggio, DDS	Brent Herrold, LMT	Nancy Moser	Gale Stauffer, RN
Jaimi Boldman	James Hessler, MD	Judy Moss	Rod Steiger
Mary Ellen Bolt	Jill Hockenberry	Cindy Mullet	Karen Stenger
Kathi Bond	Linda Hoffee, LPN	Esther Mullet, LPN	Janet Stevic, LPN
John Bone	John Holley, Jr., EMT	James Murphy, MD	Judi Stock
Dana Bonezzi, MD	Lindsay Horst	Stephen Myers	Melissa Stoudmire, RN
Judy Bonk, RN	Barbara Howard	Linda Nicely, RN	Summit Neurology
Scott Boyes	Sandra Hull	Sandy Nichols	Gordon Tait
Dave Braddock, RPh	Marilyn Humrichouser	Alexandros Nicolozakes, MD	Marilyn Tanner
Charles Brown, MD	Diane Indermuhle, RN	Karen O'Brien	Sung Taylor, DO
Barb and Roger Buchholz	Vincent Jabour, MD	Landon O'Brien	Colleen Teague
Mimi Burgess	Katrina Jackson	Mike O'Donnell	Barb Tennant
Everett Burgess, MD	Chris Jones	Cyril Ofori, MD	Mary Tennant
Dave Burke, MD	Jonathan Kase, MD	Sue Olive, RN	John Thomas, MD
Shirley Buytendyk	Michael Kearney, RPh	Jon Oliverio, DPM	Cindy Thorpe, CNP
Dan Calhoun	Kristin Keating	Denise Parker, BSN, RN, MBA	Kimberly Thorsell
Janet Calhoun	Laura Kelly	Daniel Peabody III, MD	Anthony Tizzano, MD
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Cathy Cebul	Mary Kittinger	Pat Petsch	Mina Van Cleef
Frank Cebul III, MD	Michael Knapic, DO	John Phillips	Joyce Van Keuren, RN
Robert Cebul, MD	Melissa Kosier	Russell Phillips, LPN	Victor Velasquez, MD
Carlye Cebul, RN	Katy Kropf, DO	Becky Pratt, RN	Susan Vizzo
Linda Cebul, RN	Todd Lakhia	Gloria Questel, LISW	Alicia Wallace
Paula Chenevey, LMT	David Lance, DO	Connie Rackow, CNP	Charlsey Wallace
Wanda Christopher-Finn	Barb Landis, RN	Becky Raifsnider, RN	Peggy Weaver, LPN
Diane Clement	Elton Lehman, DO	Raj Rambhatla, MD	Doug Webb, DDS
Cleveland Clinic Wooster	Dick Lewellen	Richard Ransom, DPM	Harry Weckesser
Tara Conner, RN	Arn Lewis	Sue Redman, RN	Jennifer Weeks
Mary Ellen Conway	Betty Lewis, LPN	Fr. Dan Reed	John Weeman, MD
Pam Cosentino	Rob Lindsay, DO	Pat and Tom Richard	Brian Weinreich
Judy Cottrill	Kay Lindsay, LPN	Christy Rickard, LPN	Sheila Wells
Kelly Covey	Mary Jo Logee, MD	Erwin Riedner, MD	Bennett Werner, MD
Paul Crowley, MD	Owen Logee, MD	Christine Robinson, RN	Sharon Weyer, DNP, RN, NP-C
Charlotte Currens, RN	Lapman Lun, MD	Sharon Romich, RN	June Chandler White
Debbie Darnell, CNP	Gwendolyn Lynch, MD	Edna Romick	Lance White
Stephanie Davis, MA	Dawn Maibach, RN	Nydia Roque	David Wilkin
John Dawe, DDS	Judy Mallonn	Florence Rose	Lupe Williams
Sandra Day	Rev. Evelyn Manzella	Pam Rose	Perry Williams, MD
Bonnie Drushal	Judy Marble, RN	William Ross	Anne Wilson
Dunlap Memorial Hospital	Liz Martin, RN	Joseph Roth, LPN	Maxine Wise
Laila Dutton	Paul Masci, DO	Diane Rowe	Carla and Titus Yoder
Julie Earnest	Sonia Masih	Kristin Rufener, RN	Sally Zimmerman, RN
Linda Edgington, RN	Mast Pharmacy	Shellie Russell, MD	Harry Zink, MD
Marcia Edwards	Arun Mathur, MD	Larry Sander, MD	Pat and John Zoller



Address Service Requested

Phone: 330-262-2500
Fax: 330-264-8713

1874 Cleveland Rd.
Wooster, OH 44691

Healthcare 2000 Community Clinic Inc.
dba Viola Startzman Free Clinic



Nonprofit Standard Mail
U.S. Postage Paid
Permit #12
Wooster, OH 44691

The VSFC Staff

John Moritz, Executive Director
Sung Taylor, DO, Medical Director
George Snedeker, RN, Clinical Supervisor
Barbara Tickton, CRNP
Karen Redick, Administrative Assistant
Julie Kelley, LPN, Staff Nurse
Connie Sheeter, LPN, Staff Nurse
Tina McNutt, MA, Staff Medical Assistant
Rita Crider, Patient Coordinator
Linda Wengerd, Patient Coordinator
Jackie Fry, Volunteer Coordinator
Cyndi O'Donnell, Development Coordinator
Pam Zimmerman, Staff Accountant
Scott Usternal, Maintenance and Grounds

Dental Staff

Dr. Robert Burns, DDS
Nancy Prosser, Dental Clinic Coordinator and Hygienist
Sasha Horst, Dental Assistant
Delphine Tarpley, Receptionist and Dental Assistant

VSFC Mission and Values Statement

VSFC Mission Statement

The Viola Startzman Free Clinic serves, in an atmosphere of dignity and respect, lower-income, uninsured residents of Wayne County.

VSFC Values Statement

- Our *patients* receive quality health care and participate constructively in that care;
- Our *volunteers* enjoy a positive work environment and satisfaction for time well-spent;
- Our *donors* pay for effective and efficient operations and receive consistent measurement of results; and
- Our *employees* enjoy competitive pay, open communication, and challenging and rewarding work.